

Good Management and welfare of society from the viewpoint of Islam

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DOI: 10.6007/IJARBSS/v4-i3/710 URL: <http://dx.doi.org/10.6007/IJARBSS/v4-i3/710>

Abstract

In securing the welfare of a society, apart from official health centers, there are many other factors which influence the wellbeing, such as precaution and treatment taken from sickness by an individual himself, and the type of terms and relationships amongst the people in this regard is also influential. Accordingly, behavior of the officials and the conduct prevalent in major offices and important centers, which deals with the social and public affairs, also play an important role in influencing the welfare of a society. People have to face different types of behaviors from officials. Managerial procedures, administration and sometimes even the atmosphere of an office gives a person tranquility and peace, which results into wellbeing of a person, and sometimes without any sensible explanation, it becomes a reason for the sulkiness and sickness of a person. Since the majority of a society or almost everyone from a society have to regularly visit several offices and centers throughout their life to do their official works, naturally, the fair and prudent behavior of officials, and their etiquettes with the visitors and mutual respect, can create a ground for the tranquility and health of visitors, and mismanagement and irregularity in any of the related affairs can become a factor of physical and mental complications for a society member. This paper scrutinizes the role of offices and centers and some of the factors which are influential in the welfare of a society.

Keywords

Office, officials, visitors, securing the welfare of society, physical and mental complications

Preface

Health Issues have gained a lot of attention in different physical aspects and even more importantly in psychological and spiritual fields. On one hand, in every region, health care centers are pursuing the problems related to the physical and psychological aspects, and on the other hand, people themselves in different societies are regularly facing problems in this regard. For some people, all their sorrows, mourning and aim are the solution of these problems, especially for those who are suffering from some kind of a disease. Not only in the fraternity of medical specialists and professionals but also in the life of general people, the struggle and all the effort put up for the precaution and recovery from the sickness and attaining knowledge about its causes and cures can be seen. And in the religious scripture, in traditions of infallibles (peace be upon them) and even the holy Qur'an, which mostly discusses

general issues, has pointed towards these matters. Sometimes we recite about the ways of recovery and cures from diseases in holy Qur'an, such as honey being a healing medicine for diseases and treatment by it *"There issues from its (bees) belly a juice of diverse hues, in which there is a cure for the people"* (Chapter: 16, verse: 69), and sometimes healing has been related to Allah Almighty Himself *"and when I get sick, it is He who cures me"* (Chapter: 26, verse: 80), and also in many occasions it can be referred to the narrations of infallibles (peace be upon them) such as in one of the sayings of Imam Husain (peace be upon him): *"O people! I advise you to fear Allah and beware of the sins you committed ... And try to be and remain healthy as long as you live"*. (Koosha, Mohammad Ali, 2004, page: 149)

In His last sentence, he firmly advises people to attain and maintain their health, and one of the major factors which is highly influential in the welfare and sickness of the society, and mostly neglected by people, is the offices which is a place where people usually visit for their official works viz. government institutes, public affair offices, political party offices, ministries and sometimes governmental office of a region itself, and according to the connection of people with offices, it can be said that it plays a major role in their spiritual, psychological and also their physical state by influencing them from the point of security, peace, welfare, buoyancy as well as restlessness, downheartedness and depression. This paper discusses and analyzes some the above mentioned mutual influences and effect, both from the visitor's side and also from the centers or office's side.

What is meant by "Management"?

Although the term Management in different context can possibly have different meanings, however in this article, it is a set of factors in a specific field responsible for bringing order to attain its goal, which includes extensive bodies such as country, in which government has the responsibility of managing different ministries and governmental offices, or a smaller body which deals with a specific area and goal such as water services department of a township, judiciary of a region etc., and on the first stage, the factor which is essential is the man power working in those offices and after that, the structural position of an office, even the spatial condition, atmosphere and facilities available. All these factors play a vital role in the formation of good management.

Characteristics of Good Management

Welfare of a managerial system lies in certain affairs; some of the important ones can be named as:

1. Axis of Justice

One of the discomfoting factors faced by visitors while visiting different offices is its unjust routine instead of justice and equality. A person not only has to suffer due to the exploitation of his or someone else's rights but also for the unjust nature of an office, which he is attached to, leading him towards discomfort and worry, and we can secure the welfare of a society by providing the rights to the visitors and securing it from being exploited in the different offices. This means there should not be any double standards and oppression in

offices, so that every visitor can visit any office with the feeling of comfort regarding any issue, and he will know that no one else will precede upon him because of some other reason and only the right of a person will be the ground of consideration of their matters, and this type of operating policy will make the members of the society and visitors comfortable and will make them sure of getting their rights while visiting different organizations and offices. (Ibrahimi, Jahanbakhsh, 2009, page: 4)

Commander of faithful, Imam Ali (peace be upon him), in *Nahjul Balagha*, addresses one of the commanders of his army, *Aswad bin Qutbah*: 'and people should get their rights on the basis of justice and impartiality'. (*Nahjul Balagha*, letter: 59). Naturally, when people have that feeling of getting a just and impartial treatment whenever they visit any office to deal with their concern, this will reduce in their worries and discomfort.

2. Rationality and Wisdom

A managerial body should be managed on the basis of rationality and wisdom. The structure of a managerial body or an office regarding its personnel and fellow workers should be on the basis of rationality and reasoning. Posts and positions should be distributed on rational basis, and similarly all the officials and personnel should act rationally in their jurisdiction. Many a times, a small unintentional irrational and unwise act exploits all the good things he gained in many years, and sometimes one act of an unreasonable man becomes the reason of agony for a visiting person. If the behavior of the officials turn out to remain this way, surely it will lead towards the discomfort and suffering of the visitors, because anxiety and unrest which occurs due to irrational and unreasonable behavior of officials leads to adverse physical and spiritual problems, and according to the interpretation of some writers; people who spend a span of time in anxiety and unrest are most likely to suffer from stomach ulcer. (Sane'i, Safdar, 1970, page: 170)

3. Governance of ethical behavior

In a managerial body, tranquility and peace of a visitor will only be secured when managerial procedure will run on the basis of justice and etiquettes. Truth and loyalty, fulfilling the agreement and contract, honor and virtue, and many other ethical qualities have an important role in securing the physical and spiritual welfare of visitors. Cheerfulness and politeness always gives peace to the other person; with reference to a literate person and a believer, Imam Ali (peace be upon him) says: *Believer is he, who expresses his happiness on his face and keeps his pain and agony in his heart.* (*Nahjul Balagha*, words of wisdom: 325)

Although, it is possible that people may be having problems in their personal life but they should be very careful while dealing with others and should not express their grief and sorrow on others and should try to be happy and cheerful. This etiquette is considered as a virtue which is usually observed for others and it also makes the other person cheerful, and with reference to making others happy and becoming a reason of their happiness, there is a tradition from Prophet Mohammad (peace be upon him), where He says: *he who gladdens*

a believer, has gladdened Me, and he who gladdens Me, has gladdened Allah Almighty. (Kulaini, Mohammad bin Yaqoob, n.d., page 271)

Good and cheerful conduct of an official of a center surely has an influence in the welfare of visitors, and other ethical qualities can also be influential in the welfare of the visitors such as their truthfulness and loyalty can build trust and assurance in visitors whereas lying and falsehood leads to discomfort and uneasiness. Value of a person can be judged by his action, behavior, conduct and comfort of others from him, and in this context Prophet Mohammad (peace be upon him) says: *True Muslim is someone from whose hands (actions) and tongue (speech) the other Muslims feel secure.* (Noori, Sayed Mahdi, 2010, page: 218)

4. Accepting the criticism

Apart from those who are the chosen ones by God himself, there is a possibility for everyone to indulge in mistakes and sins, and there is a possibility that people with high ranks and positions in society can also commit mistakes in their fields of work, and in case of such a mistake or wrong approach of an official, it will naturally make the other person disturbed and worried, and in this situation, the very first thing which gives the person relief is criticizing the wrongdoer and the second thing which has even more influence on the person is accepting the criticism and in the third and last stage, which is the most important part, is apologizing for the mistake. Some of the wrongdoers, because of their arrogant attitude, are not ready to accept any criticism or are not ready to fix their mistakes by apologizing, which becomes the reason of anxiety and unrest for their visitors, and if such people remain on their ranks and positions, their conduct is a big concern for the visitors.

5. Limiting official posts

One of the factors which is highly influential in the welfare of managerial body and as well as in the welfare society, and plays a major role, is the limiting the power of an officer to a small area. An office which has appointed a large number of employees for one job and for one job visitors have to see many officers, leads them to discomfort and inconvenience. Large number of employees not just increases the cost of an office and government but also makes the visitor wander and wait for a longer time. When a person enters an office or a center and has to visit tens of different officers, naturally it causes uneasiness and discomfort for him, and as much as less employees there will be in an office there will be more comfort and convenience for the visitors, thus, limiting the official posts in centers and in government organizations is consider as one of the factor of welfare of visitors and society.

6. Sincerity in work

It is certain that insincerity and falsehood present in anyone can create a lot of problems, especially in an official who carries the responsibility should only put his effort in fulfilling his duties, however, sometimes there is a self-interest of a person which creates a lot of difficulties for the visitors, and it all starts with, when they do their duty, they make the

visitor feel like they are doing them a favor and sometimes these favors end with taking bribery, which leads to the unrest and discomfort of a visitor. In the view point of monotheism and in Godly society, sincerity plays a motivational role in building ones personality, it means that whatever a person does is just for the sake and consent of God, and because of that this person even has his attention towards the other person, and a person with such motivation puts more effort in his job and will perform his duty in the best possible way. Sincerity in duty has the highest value in religious teachings; in a tradition Imam Ja'far bin Mohammad Al-Sadiq (peace be upon him) quotes from Imam Ali (peace be upon him): "Sincerity is salvation". (Al-Hurr Al-Amoli, Mohammad bin Al- Hasan, 1970, volume: 1, page: 43). Fundamentally, if a person could obtain sincerity in his behavior, especially in gaining salvation, which is according to the view point of monotheism is performing the duty for God and attaining his consent, he himself can live a better and content life. In this regard, Prophets sent by God are on the highest stage, where they disavow the infidelity and attain theocentricity, and in this manifestation of reality, humanity walks its way towards perfection, and saves himself from self-estrangement and getting pulled by other people towards astray, and can rely on the creator and can save itself from getting mislead, and in this way he can get to spiritual comfort and salvation and also the people who are connected to him or to whom he is connected can feel the comfort, tranquility and peace. The opinion which is prevalent regarding believing in God always makes the person consider himself in front of Almighty God and perform his duty for the consent of God and if he does a job for someone else, even then he asks his reward and wage from God, especially when he solves someone's problem and difficulty and sets himself as an example of a tradition of Prophet Mohammad (peace be upon him): *He who helps his brother in his need, Almighty Allah helps him in his needs.* (Bahrani, Yahya, 2005, page: 285)

7. Righteous Management

Most of the problems of a good managerial body is solved with an adequate and worthy manager. Management is an axis which maintains the balance of burden of an office or an organization, and welfare and corruption in a managerial body is totally connected to him, and maintaining its balance plays an important role in welfare of visitors and society, and manager himself has more responsibility than every other member of the managerial body, since his behavior and managing skills directly influences the visitors.

Knowledge, power and trustworthiness are the three major qualities which a manager should have in him, and Qur'an has also pointed towards these qualities: *Indeed Allah has chosen him over you, and enhanced him vastly in knowledge* (Chapter: 2, verse: 247) *Indeed the best you can hire is a powerful and trustworthy man.* (Chapter: 28, verse: 26), and by saying powerful does not just mean physically powerful but also intellectually and rationally. Powerful is someone who can understand and can clearly see his aim, and does not use his energy pointlessly, because ignorance of powerful people makes them incapable.

If a manager is strong and intelligent then in a critical situations he can take important steps and can handle them with expertise and can also use his man power and employees to

manage the office in the best possible way, and the presence of a strong manager can assure the visitors of getting their rights easily, and naturally this will reduce the worry of the visitors. Those who believe that responsibility should be just given to righteous and sincere people are equally mistaken than those who think that the responsibility should be given to only those who have expertise in that field, as the expert who is a traitor and an inexperienced sincere equally dangerous and harmful. (Makarim, Nasir, Hadith: 16, 1993, page: 66)

8. Benefiting from healthy rules and regulations

The correct way of performing the duty in the office and its different departments depend upon the employee himself and his behavioral and ethical methods, and in most of the cases it depends upon the office itself. Rules and regulations are sometimes the reason that some people do not get their rights or the rules are just for the people having specific profession and so other people are aggrieved from their rights and these kinds of biased rules and laws leads to unrest and discomfort of the visitors. Hence, the rules and regulations and laws prevalent in the offices and administration should take all kinds of people, professions, situations, instances and cases under consideration while constituting a law and a perfect law can only be constituted by a person having special qualities and characteristics, and the best example of someone who can constitute such rules is someone who is sent from the side of the creator to govern the human society with the help of revelations revealed upon him and regarding which holy Qur'an says: *"Shall I seek a judge other than Allah, while it is He who has sent down to you the Book, well-elaborated"*.(Chapter:6, verse:114) in this verse holy Qur'an points that there should be no rules and regulations apart from rules elaborated in holy Qur'an itself and in another instance, holy Qur'an addresses Prophet Mohammad (peace be upon him) : *"Indeed We have sent down to you the Book with the truth, so that you may judge between the people by what Allah has shown you; do not be an advocate for the traitors"*.(Chapter: 4, verse: 105).

In this verse after reminding Prophet of having the Book of rules (holy Qur'an), Almighty Allah orders Him to rule and judge between the people. Certainly, comprehensive rules and regulations based on justice and equality if constituted in any system or society can become a major influential factor, and with implementation of such laws, problems and physical and spiritual welfare of visitors can be secured.

9. Mutual respect

It is a responsibility of a visitor to respect and observe the rights of officials and employees of an office, and should treat them with good manners and etiquettes, and this polite behavior of visitor causes cheerfulness and welfare in officials and their welfare will help them to perform their duties with more responsibility and at the end, this will become a medium of securing the welfare of society. On the other hand, officials must also pay respect and should also treat the visitors with good conduct, irrespective of their ranks and positions, in this way even if the demand of a visitor is not fulfilled; he will not feel upset about it and will be comfortable. In religious teachings there is a lot said and advised about

respecting others such as in a tradition, Abdullah bin Umar says, 'I saw Prophet Mohammad (peace be upon him) who was performing *Tawaf* around the *Ka'baa* and was saying: *how nice you (Ka'baa) are and how nice is the smell around you, how great you are and how great is your sanctity, however, I swear to lord who has my life in his hand, sanctity of a believer, his life and his wealth is more than your sanctity.* (Rafi'e, Abdullah, 2007, page: 176) Although the mentioned tradition specifically points out towards respect of believers, however, there are other traditions which points out that all the human beings should be treated equally and should get their rights, according to the divine religion of Islam.

10. Healthy atmosphere of an office

One of the factors which influences the safety and security of a society is the physical location of an office and even its architecture, building, facilities and infrastructure. If the condition of the office atmosphere is not favorable, it will not just affect the employees and official workers of an office who are also a part of a society but it is also harmful for the visitors. Office atmosphere, in every section, should have proper facilities and should be fully equipped. Facilities should be there to meet the needs of visitors in different climates and weathers. Electricity, capacity and even the infrastructure, cleanliness, water sprinkler for greenery, all these influences the security and welfare of employees and officials as well as visitors and members of society. Apparently, in some offices there is long queue of visitors and management does not arrange appropriate space for the public to stand, and this causes anxiety and unrest in people of the society and they have to face this problem in different weathers throughout the year.

Conclusion

With respect to the high value of physical and psychological welfare of the members of a society and the need of attaining that precious blessing, the Government offices and other centers, where people usually visit, play an important role and cannot be ignored. Although, health and public care centers directly play its part in taking precautionary measures and treating patients, however, other offices and centers where people usually visit to perform their duty also has indirect influence on hygiene and cure of people.

An official center, including government and managerial systems under the government of a country, where different types of people of a society come together, if it gets arranged in such a systematic way that all the elements which causes anxiety and spiritual discomfort in visitors, vanishes, and the visitor can visit any department with the feeling of getting their rights, and that the officials will deal with him on the basis of justice, and he will not face any discomfort from the wise and intelligent officials and authorities and full attention and importance will be given to his work, and will be treated with good etiquettes and conduct, and if he sees any error in the system and reports, it should be accepted with peace and this way the welfare of the society can be secured. Another factor which can influence in the welfare of the society is that if the area of operation of an official extends, then the visitor does not have to go from desk to desk of different officers to get his work done. Management of an expert and experienced manager can also play a vital role in the physical and spiritual peace and tranquility of visitors. The manager can reduce their worries by his schemes and measure, as he has the

control over his department. Logical procedure of work and correct rules and regulations as well as providing favorable condition and facilities, and being equipped with required materials, is also considered as one of the factor of social welfare, because with these facilities, not only the visitors will be in comfort but the employees and officials of that particular department will also feel the same. If employees and official dedicate their effort in just performing their duties and for the sake and consent of God and without having any self-interest, the procedure of the completion of work will gain pace, and with this, the employee will have peace and tranquility and also the visitor. Similarly, if the office and managerial body enjoys the quality of mutual respect, people of the society feel comfortable in having their work done in those places. All the above mentioned instances can be the influential factor in securing the welfare of the members of the society.

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